

FILE

OPAV

RECEIVED

August 7, 2008

Duke Energy
Corporate Offices
526 South Church Street
Charlotte, NC 28202

AUG 12 2008

INVESTIGATION AND AUDIT DIVISION
PUBLIC UTILITIES COMMISSION OF OHIO

08-920-EL-550

Sirs,

I have lived in the same house for over sixteen years. In all that time my neighborhood has experienced only one prolonged outage, and that was due to a tornado! Yet, in the last sixty days, we have experienced three outages, with the accompanying basement flooding, food spoilage, and electrical equipment damage.

Recently, I received notice that Duke has requested several rate hikes in the state of Ohio. This strikes me as absurd and ridiculous, given the fact of the recent outages. What are we paying for? Why should we pay more for inferior service?

I am copying my state utilities commission, and my district representative, to let them know that any rate increases are not to be considered, and dismissed outright. It is beyond reason that we should suffer an increase in rates, when the quality of service has declined to the point where every moderate storm that comes through our area results in prolonged outages and flood damage!

I am disappointed that Duke Energy has no more regard for their customers than this. Please work to rectify this situation.

Sincerely,

Gary Smith

Gary Smith
510 Blackhawk Trail
Loveland, Ohio 45140

Cc: ~~Ohio Public Utilities Commission~~
180 East Broad Street
Columbus, Ohio 43215

State Representative Joe Uecker
77 South High Street, District 66
Columbus, Ohio 43215-6111

RECEIVED-DOCKETING DIV
2008 AUG 20 PM 4:22
PUCO

This is to certify that the images appearing are an accurate and complete reproduction of a case file document delivered in the regular course of business.
Technician SM Date Processed 8/21/08